birlasoft

Achieve Resilient IT Operations with **Human-Governed Integrated Managed Services**

Human-governed intelligence that connects applications, infrastructure and business processes to protect revenue, productivity, and customer commitments.

Birlasoft's AI-first Integrated Managed Services offering brings applications, infrastructure, cloud, service management, and business-process context into one accountable operating model. AI senses operational signals; Human + Agent Smart PODs assess business impacts; governed AI agents act autonomously within approved boundaries. The result is not only faster resolution and lower run cost, but improved process continuity, workforce productivity and customer experience.

The Business Cost of Fragmented IT Operations

Siloed application management service (AMS) and infrastructure management service (IMS) operations spanning multiple vendors, tools and service towers, resulting in a lack of end-to-end ownership. Every cross-tower incident creates handoffs, duplicated effort, slower resolution and higher run costs—while isolated AI pilots add automation without creating shared accountability.

An IT incident can interrupt an entire business flow, delaying orders, production, shipments, vendor payments, invoicing or employee services. Yet conventional operations frequently measure tickets and infrastructure availability without quantifying the business transactions, customer commitments or productive capacity at risk.

At the same time, expectations for enterprise AI impact are rising, hybrid environments are becoming more complex, and tolerance for disruption is shrinking. The opportunity is not to remove humans from operations, but to use AI to detect issues earlier, connect context faster, and bring the right people, partners, and agents together around one operational answer.

The strategic risk is clear: without integrated accountability and human-governed automation, operational friction keeps consuming the time, cost and talent needed for resilience, transformation and growth.

Sigma GenEx + Human + Agent Smart PODs: One Accountable Operating Model

Birlasoft Integrated Managed Services combines Sigma GenEx with Human + Agent Smart PODs comprising Birlasoft AI specialists , client application and infrastructure teams, relevant vendor partners and AI agents. AI continuously senses the estate, correlates them with business-process and dependency context, identifies the transactions and users at risk, and surfaces probable root cause and recommended resolutions using enterprise knowledge and pretrained LLM intelligence.

Pre-approved, repeatable issues can be resolved autonomously within agreed controls; complex or non-routine situations are elevated with evidence and recommendations for human decision. Knowledge from human-resolved incidents is SME-validated against AI guardrails, then converted into repeatable automation. One Smart POD remains accountable through recovery.

Proactive Sensing & Root-Cause Intelligence

Sigma GenEx detects anomalies, correlates telemetry and knowledge, identifies business impact and surfaces probable/root causes before teams lose time across towers.

1

Graduated Action & Remediation

2

Preset, repeatable, and lower-risk issue types can trigger autonomous remediation. Complex or higher-impact issues seek human decision with evidence and next-best-action recommendations.

Human + Agent Smart PODs

3

Client teams work with Birlasoft, other vendor partners, and AI agents through one monitoring and triage unit with end-to-end accountability.

4

Outcome Governance & Communication

Role-relevant dashboards and collaboration channels keep operations and leadership informed on impact, ownership, decisions, actions and recovery.

Proven Outcomes – From IT Performance to Business KPI

IT and Operational Outcomes

40-60%
Faster incident resolution through AI-assisted triage, integrated operations and Smart POD response

55-60%
Ticket deflection through governed automation and agent-assisted resolution

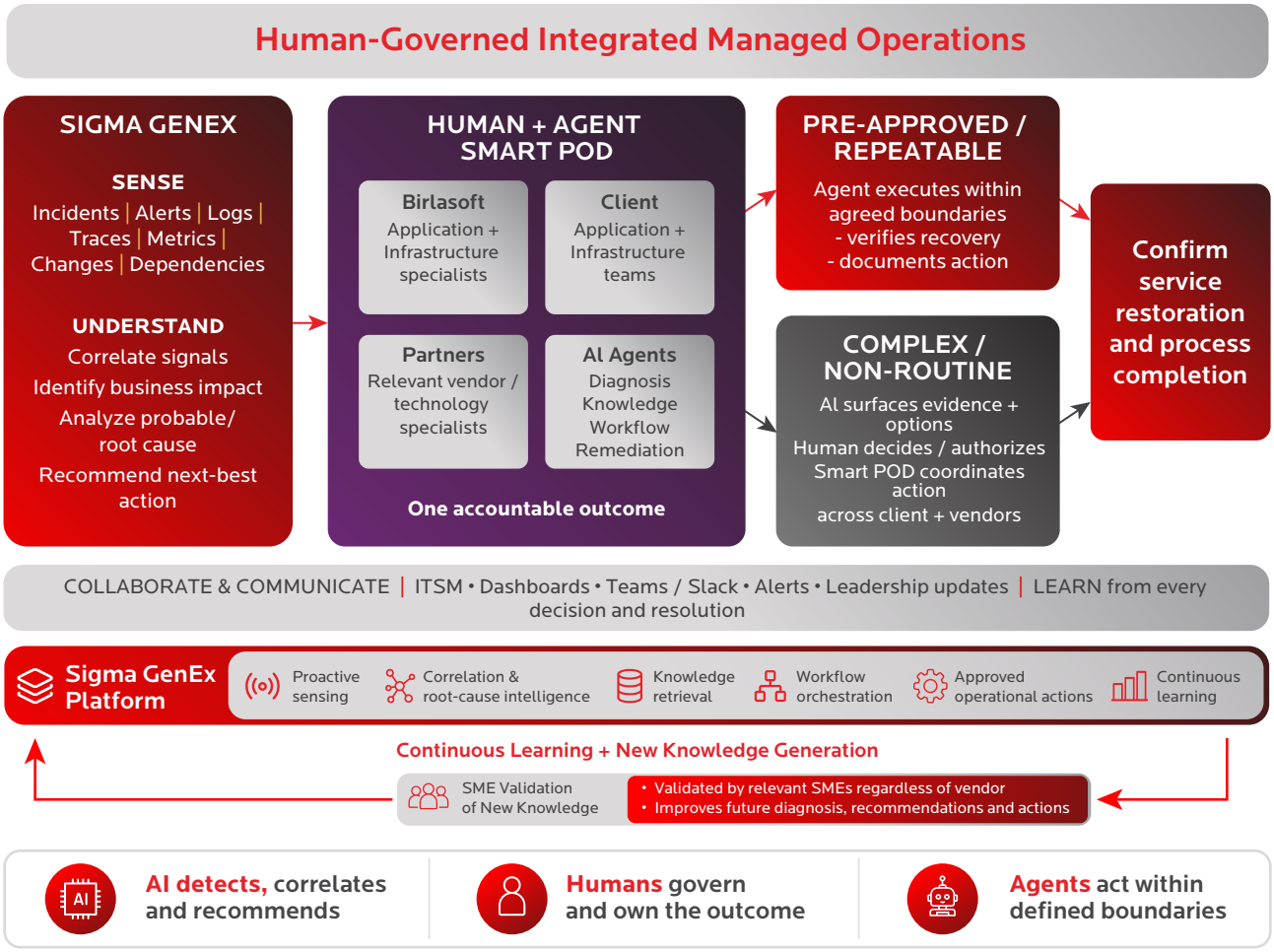
25-30%
Lower IT run costs and cloud spend through integrated, human-governed operations

3x
Faster root-cause analysis through observability-driven correlation and human validation

Business KPIs Impact

Business Value Area	KPI Measures	Improvement
Revenue & Customer Service	Order Completion Rate	10-15%
	On Time Delivery	15-20%
	Perfect Order rate	5-10%
Operational Continuity	Production Schedule Attainment	10-15%
	Warehouse Throughput	5-10%
	Business Time Lost to Incidents	20-25%
Cost & Working Capital	Inventory Days	10-15%
	Billing Cycle Time	15-20%
Risk & Compliance	Critical Vulnerability Exposure	20-25%
	Audit Evidence Completeness	15-20%

Re-imagining Managed Services with Human + Agent Smart PODs



High-Value Use Cases

AI-assisted intelligence. Human-governed decisions. Measurable outcomes across AMS + IMS.

- **Proactive Detection & Triage:** Identify anomalies, classify incidents and surface affected business services.
- **Impacted business process** – (e.g. Order to Cash)- Detect degradation across ERP, integration, database and infra layers; Prioritize resolution by affected orders, customers, revenue and delivery commitments.
- **AI-Assisted RCA:** Correlate events, logs, traces, changes, dependencies and prior resolutions to surface probable/root cause.
- **Smart POD Collaboration:** Route context, impact and recommended actions through ITSM, dashboards and collaboration channels to the right human and agent participants.
- **Governed Remediation:** Autonomously resolve predefined, lower-risk issue types within approved boundaries; seek human approval for complex or higher-impact actions.
- **Knowledge Copilot:** Accelerate decisions with SOPs, known errors, prior resolutions and auto-documentation.
- **Predictive Change & Experience:** Identify change risk earlier and monitor service experience through business- and XLA-aligned signals.
- **AI-Led Continuous Improvement:** When AI cannot resolve an issue, it seamlessly escalates to an SME. AI learns from human resolution, generates new knowledge, and submits it for approval. Once approved, the knowledge becomes part of the AI's capability set

Why Birlasoft - 5 Reasons to Choose Us

Human-governed. Integrated by design. Outcome-driven.

- **Sigma GenEx Intelligence:** Observe, interpret, orchestrate and support approved action across IT operations.
- **Human + Agent Smart PODs:** One accountable unit spanning Birlasoft, client teams, vendor partners and agents.
- **Integrated AMS + IMS DNA:** Designed as one operating model, not stitched together through escalations.
- **Domain & Technology Depth:** Enterprise application, infrastructure and industry context for better decisions.
- **Outcome-Linked Governance:** Baseline-to-benefit KPIs, business-flow measures and progressive automation tied to value.

Customer Success Snapshot: For a Global Energy Services Company

Challenge:
Complex global IT landscape with 30+ ERP environments, hundreds of applications, increasing the operational cost and need for transformation.

Solution Delivered:
Multi-year integrated managed services spanning ERP, cloud, analytics, middleware, SaaS applications, automation, continuous improvement and value-realization initiatives - combining integrated service ownership with AI-assisted operations and human accountability.

Value Delivered:

- 30–40% reduction in TCO over 5 years
- Improved operational efficiency through automation
- Greater capacity to fund strategic transformation initiatives

Engagement Model

1. **Assess** Evaluate the operating estate, recurring cross-domain issues, business-critical flows, service maturity, and value baseline.
2. **Design & Transition** Define the Human + Agent Smart POD, decision rights, autonomy boundaries, escalation paths, collaboration channels, and integrated AMS + IMS transition.
3. **Operate** 24x7 sensing and observability, AI-assisted triage and root-cause analysis, Smart POD decisioning, governed remediation and role-based leadership updates.
4. **Optimize & Innovate** Expand autonomous action only for proven issue types, strengthen knowledge and reusable patterns, improve Smart POD productivity and reinvest capacity into modernization.

Ready to make your IT outcomes measurable?
Start with a Value Discovery Workshop | Write to us at contactus@birlasoft.com

Accelerating Impact

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CKA Birla Group, Birlasoft with its 11,500+ professionals, is committed to continuing the Group's 170 year heritage of building sustainable communities.

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RESOURCES

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